

## Dispute Resolution Branch

### Workplace Conflict Resolution Training

#### Background

The Dispute Resolution Branch (DRB) was established by the Queensland Government to provide confidential and impartial mediation services to the community. Since its inception, Dispute Resolution Centres (DRC) have been established throughout the state to provide local mediation and facilitation services.

#### Training

This three-day course comprises: managing difficult behaviours, negotiation skills and prevention of workplace bullying. Participants can choose to attend all three days or select individual courses relevant to their needs.

- Managing difficult behaviours is a one-day course developed for people who communicate on the telephone or face-to-face, and deal with a range of difficult behaviours.
- Negotiation skills is a one-day course developed for people wishing to apply conflict management and negotiation skills in their workplace or for those engaged in conflict resolution, advocacy, complaint or grievance procedures to enhance their communication.
- Prevention of workplace bullying is a one-day course developed for people to identify and/or manage bullying-related conflict between staff. This course will help people to identify, manage and prevent bullying situations in the workplace.

#### Who can benefit from this course?

This course is designed for all levels in an organisation where a proactive rather than a reactive approach is preferred. It is also beneficial for those who wish to update their knowledge in these areas.

#### Training approach

The training course is based on adult learning principles, comprising:

- formal presentations and demonstrations
- group discussion and debriefing
- structured exercises
- simulated roleplays
- coaching and feedback.

#### Assessment

Participants will be assessed via participation and role plays. Coaches and/or trainers will observe participants to ensure they meet the criteria outlined in the training manual. Participants who attend all three days and meet all criteria will be issued a certificate of attainment. Participants who do not meet all criteria will be issued a certificate of attendance.

#### Partnership with Griffith University (GU)

This course forms part of the subject offerings in GU's Graduate Certificate in Dispute Resolution. Participants who complete this training course successfully may enrol directly into the relevant GU course.

See [www.griffith.edu.au/school/law](http://www.griffith.edu.au/school/law) for further information.

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### **Other training packages offered by the Dispute Resolution Branch**

The Dispute Resolution Branch offers a range of training courses in conflict resolution for both individuals and organisations. Courses are offered around the state and vary in length from one to five days. Training courses are offered in the following areas:

- Mediation skills
- Facilitating effective groups
- Conflict management
- Restorative justice.

Training courses can be tailored to your organisation's needs. Contact the Dispute Resolution Branch for further information.

### **To register for any DRB course**

The training course registration forms are available online or by calling or emailing the training section of the DRB.

Phone: 07 3239 6277  
Email: [trainingdrb@justice.qld.gov.au](mailto:trainingdrb@justice.qld.gov.au)  
Web: <http://www.justice.qld.gov.au/drb>